

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted via the USPTO EFS Filing System; **Mail Stop Issue Fee**; Commissioner for Patents; P.O. Box 1450; Alexandria, VA 22313-1450.

Date: September 28, 2009/Stacey Bussey/
Stacey Bussey**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of:

Applicant(s): Robert E. Tolbert

Serial No: 10/729,793

Filing Date: December 5, 2003

Examiner: Hussein A. El Chanti

Art Unit: 2157

Title: METHOD AND SYSTEM FOR AUTOMATED HANDLING OF SERVICE
PROBLEMS IDENTIFIED BY A WIRELESS DEVICE CUSTOMER

Mail Stop Issue Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

REPLY TO INTERVIEW SUMMARY DATED SEPTEMBER 22, 2009

Dear Sir:

Applicants' representative thanks the Examiner El Chanti for the courtesies extended during the telephone interview conducted on September 18, 2009. The interview was conducted with Asmita Chande (Limited Recognition Number L0558) and Examiner El Chanti. In particular, claims 1-3, 5-9, 12-15, 22 and 24-30 were discussed in view of the Examiner's Amendment mailed July 17, 2009. Moreover, applicants' representative requested the Examiner to correct a typographical error in claim 1 and antecedent basis in claim 12. Further, applicants' representative suggested the term "service problem" be changed to "problem" throughout the claims for consistency. Additionally, amendments, formal in nature, that correct typographical

errors and antecedent basis errors were suggested with respect to claims 2, 6, 8, 12, 15, 22, 24, 28, and 29. The Examiner agreed to correct the claims based on the suggestions.

No fee is believed to be due but in the event any fees are due in connection with this document, the Commissioner is authorized to charge those fees to Deposit Account No. 50-1063 [CINGP227US].

Respectfully submitted,
TUROC & WATSON, LLP

/Asmita V. Chande/
Asmita V. Chande
Limited Recognition No. L0558

TUROC & WATSON, LLP
127 Public Square
57th Floor, Key Tower
Cleveland, Ohio 44114
Telephone (216) 696-8730
Facsimile (216) 696-8731